



## Young's Bus Service Position Description

**Be more than just a Bus Driver.  
Become a manager of your bus!**

<b>Job Title:</b>	Passenger Transport Bus Operator (Bus Driver)
<b>Industrial Instrument:</b>	Passenger Vehicle Transportation Award 2010
<b>Prime Function:</b>	To provide a safe, reliable, friendly and accessible mode of transportation that delivers passengers to their intended destinations punctually and in comfort.
<b>Reporting To:</b>	Operations Manager / Maintenance Manager

---

### **Primary Responsibilities**

- **Vehicle Inspection & Reporting**
  - **Safe, yet Efficient Driving Ability**
  - **Customer Service**
  - **Student Behaviour Management**
  - **Reporting & Ticketing**
- 

### **Vehicle Inspection & Reporting**

***End Result: To maintain the safety and legislative requirements of the vehicle***

- Carry out Vehicle Inspections
- Identify faults and complete the vehicle inspection sheet
- Recording fuel consumption and mileage
- Clean transportation units and facilities for passenger use

### **Safe Driving**

***End Result: To transport passengers safely, comfortably and on time while also abiding by traffic and workplace health and safety legislation***

- Refrain from vehicle and/or passenger accidents
- Reasonable standard of driving skill
- Reasonably clean driving history
- Follow correct vehicle procedures e.g. School lights, indicators
- Abide by the traffic laws
- Follow Workplace Health & Safety Requirements

### **Customer Service**

***End Result: To provide a friendly and helpful environment where customers will feel welcome and appreciated***

- Communicate with people from all walks of life
- Able to read, and instruct others of how to read timetable information
- Ability to handle complaints with a friendly demeanour
- Dealing with customer feedback and/or complaints
- Manage disruptive and/or unlawful behaviour

### **School Bus Behaviour Management**

***End Result: To ensure students are aware of acceptable behaviour and enforce consequences which enable safe travel***

- Must be able to successfully manage school children and associated misbehaviour
- Document
- Manage disruptive and/or unlawful behaviour

### **Reporting & Ticketing**

***End Result: Be able to write reports for incidents/complaints and calculate correct change for monetary fares***

- Mentally calculate correct change when selling ticket fares
- Written reports relating to vehicle inspections, misbehaviour reports, corrective action reports, hazard reports and the like.

### **Essential Criteria:**

Current Qld MR or HR drivers licence  
Drivers Authorisation issued by Dept Transport & Main Roads  
Reasonable standard of safe driving ability  
Monitor and deliver a quality service to customers  
Clean transportation units and facilities for passenger use  
Carry out Vehicle Inspections  
Transport Customer with Disabilities  
Follow and apply WH&S and quality procedures  
Manage disruptive and/or unlawful behaviour  
Monitor transport activities at interchanges  
Shift work, on weekends and public holidays  
Organise personal work priorities and development  
Work independently as well as a member of a team  
Apply and monitor workplace security procedures

### **Desirable Criteria:**

Reasonably clean driving history  
Identify wastes and hazards  
Dealing with customer feedback and/or complaints  
Certificate II or III in Road Transport and Distribution  
Work overtime when required

<b>Prepared by:</b>	Margaret Young
<b>Position Title:</b>	Administration Manager
<b>Date:</b>	31 October 2011